

**ORDER**

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION **ADMINISTRATION**

1100.159

**2/7/97**

**SUBJ:** CERTIFICATION, STANDARDIZATION, AND EVALUATION TEAM

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1. **PURPOSE.** This order establishes the Certification, Standardization, and Evaluation Team (**CSET**), Flight Standards Service, and describes related responsibilities, authorities, and procedures. This order was jointly developed by the Flight Standards Service and the Professional Airways Systems Specialists (PASS) organizations, consistent with the Partnership for Safety process.
2. **DISTRIBUTION.** This order is distributed to the director level in Washington headquarters and the Centers; to all regional administrators; to branch level in the Flight Standards Service and the Aircraft Certification Service; to branch level in the regional Flight Standards Divisions, and to all Flight Standards field offices..
3. **BACKGROUND.** The FAA Deputy Administrator's **90-Day** Safety Review conducted during the summer of **1996** examined areas of immediate concern to the agency, especially with respect to safety inspections, and made recommendations which could be implemented in the near term. The review examined Federal regulations and FAA's management of oversight of commercial airlines engaged in substantial outsourcing of maintenance and training functions, as well as the flexibility with which FAA inspection resources could be deployed effectively in response to varied fleet mixes, rapid growth, or other changes by a certificate holder.
4. **DISCUSSION.** The Certification Policy and Process, one of 6 principle issues identified by the task force, acknowledged that the air carrier certification process places strict requirements on applicants to ensure the viability, quality, and safety of potential operators. The number of new applicants and the complexity of their business practices (i.e., extensive outsourcing and use of varied fleet mixes) have heightened the importance of having coordinated FAA/Office of the Secretary of Transportation (**OST**) certification processes and policies. Additionally, the strain on government resources required to assist unprepared or unqualified applicants diverts significant resources from other more critical safety functions.
  - a. Recommendations from the **90-Day** Safety Review were coordinated to be consistent with the Challenge **2000** report which addresses long-term challenges and provides recommendations for positioning the agency's Regulation and Certification Organization (**AVR**) for the **21<sup>st</sup>** Century.

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Initiated By:

**AFS-120**

b. Recommendation 1 in the Certification and Policy Process, to “rigorously enforce **OST** and FAA application procedures,” included creating an FAA national certification team to assist Flight Standards District Offices (**FSDO**) in processing new air carrier certifications similar to the proposed methods to be used by the Challenge **2000** Centers of Excellence.

c. FAA inspectors and managers alike felt that the certification process could be immediately improved by use of a specially trained, national certification team. They recommended a national resource comprised of a highly trained cadre of well experienced inspectors possessing in-depth knowledge of certification procedures and requirements.

d. **CSET** will be implemented methodically by building around a nucleus of key team members to ensure the success of the team in a virtual office environment. **CSET** will not oversee field offices.

## 5. RESPONSIBILITIES.

a. The Flight Standards Service is responsible for the **CSET** and ~~all related~~ regulations, standards, and guidance material.

b. The Manager, Certification, Standardization, and Evaluation Team is responsible for the overall management of the **CSET** and maintains line authority over **CSET** assistant managers, team leaders, and team members.

c. The Host Regional Flight Standards Divisions from which **CSET** personnel are selected will be responsible for continuing to provide office space, furnishings, telephones, and limited administrative services to the **CSET** team members domiciled in their regions.

d. CSET team members are a cadre of experts on specific aircraft and on airline procedures and policies. **CSET** team members assigned to each new certification project will assist principal inspectors to ensure standardization, consistent application of guidance, and the efficient use of staff resources. Through training, **CSET** will ensure that certification processes adhere to the established “gate concept” as well as follow all FAA internal guidance. Any resulting certificate will be managed by the Certificate Holding District Office (**CHDO**). Because of the team’s experience in processing new air carrier applications, it will assist **CHDO’s** in processing well-prepared applications with the least amount of delay and to determine at what point a poorly-prepared application should be rejected.

## 6. ORGANIZATION AND FUNCTIONS.

### a. **CSET** will:

(1) Provide training to **CHDO's** in certification of air carriers, including outlining of a carrier specific certification process;

(2) Provide **CHDO's** with staff and expert technical guidance in the certification of new air carriers;

(3) Assist **CHDO's** in coordinating their efforts with **OST**;

(4) Guide **CHDO's** in developing a comprehensive surveillance management plan for continued surveillance of the carrier after certification;

(5) Provide **CHDO's** with continuing staff and expert technical guidance immediately after certification when carrier oversight is most critical; and,

(6) Assist the **CHDO's** in a mandatory post-certification fitness review. within the first year of operation.

b. In addition to the team's role in the certification of applications, **CSET** will also:

(1) Assist in development and modification of air carrier inspector handbooks regarding certification and surveillance;

(2) Serve as the focal point for application of agency guidance regarding certification and surveillance of air carriers;

(3) Conduct **indepth** air carrier evaluations;

(4) Serve as subject matter experts for certification and surveillance of air carriers;

(5) Serve as a central focal point for best practices in aviation safety;

(6) Provide **CHDO's** with expertise and expert guidance when air carrier expansions or mergers occur; and,

(7) Provide **CHDO's** with expertise and expert guidance when an **air** carrier has indicators of potential safety risks.

## 7. PROGRAM STAFFING.

a. **CSET** consists of management, administrative, and inspector staff. Aviation safety inspectors will remain domiciled in their home regions while serving as members of **CSET**, working in a virtual environment.

b. A **CSET** tour of duty will be a **2-year** assignment with the possibility of an extension in accordance with agency guidelines. Upon completion of the **CSET** assignment, personnel will return to their ~~host~~ office in the same type and grade position held immediately prior to the **CSET** assignment. Pay setting upon return to host office will be consistent with agency guidelines and will be outlined in a memorandum of understanding. For employees receiving temporary promotions, the change back to their permanent grade will not be considered an adverse action

c. Annual performance appraisals for **CSET** personnel will be accomplished by the-appropriate **CSET** management personnel in consultation with the **CSET** team leader.

8. DIRECTIVE FEEDBACK. All **AFS** employees are encouraged to identify the i need for policy and procedural guidance that will ensure efficient work accomplishment. If you have noted a deficiency, clarification, or improvement that may be needed in-this directive, please use FAA Form **1320-19**, Directive Feedback Information, to submit your comments to the Resource Management Branch, **AFS-120**. For your convenience, this form is included at the end of this order. If an interpretation is urgently needed, you may call the originating office for guidance, but you should ~~followup~~ with submission of the FAA Form **1320-19**.



Guy S. Gardner  
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Regulation and Certification



U.S. Department  
of Transportation  
Federal Aviation  
Administration

## Directive Feedback Information

Please submit any written comments or **recommendations** for improving this **directive**, or **suggest** new items or **subjects** to be added to it. Also, if you find an **error**, please tell us **about** it.

Subject: Order \_\_\_\_\_

To: Directive Management Officer, \_\_\_\_\_

*(Please check all appropriate line items)*

☐ An error (procedural or typographical) has been noted in paragraph \_\_\_\_\_ on page \_\_\_\_\_.

☐ **Recommend** paragraph \_\_\_\_\_ on page \_\_\_\_\_ be changed as **follows**:  
*(attach separate sheet if necessary)*

☐ In a **future** change to this directive, please include coverage on the **following** subject  
*(briefly describe what you want added):*

☐ Other comments:

☐ I would like to discuss the above. Please contact me.

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

**FTS** Telephone Number: \_\_\_\_\_ Routing Symbol: \_\_\_\_\_

